

1. AUTHORITY

The Government Information Technology Agency (GITA) shall develop, implement and maintain a coordinated statewide plan for information technology (A.R.S. § 41-3504(A (1))) including adopting statewide technical, coordination, and IT policy and standards (A.R.S. § 41-3504(A (1(a)))).

2. PURPOSE

To establish and enhance the State's ability to provide e-business services and e-government applications as an end-to-end solution for the State of Arizona's Internet and Web Portal needs to better serve the citizens of Arizona.

3. SCOPE

This applies to all budget units. Budget unit is defined as a department, commission, board, institution or other agency of the state organization receiving, expending or disbursing state funds or incurring obligations of the state including the Arizona Board of Regents but excluding the universities under the jurisdiction of the Arizona Board of Regents the community college districts and the legislative or judicial branches. A.R.S. § 41-3501(2).

The Budget Unit Chief Executive Officer (CEO), working in conjunction with the Budget Unit Chief Information Officer (CIO), shall be responsible for ensuring the effective implementation of Statewide Information Technology Policies, Standards, and Procedures (PSPs) within each budget unit.

4. POLICY

The policy establishes that the Arizona @ Your Service (AAYS) Web Portal has been conceptualized, designed, constructed, tested, and implemented to ensure that State data/information and e-government software applications are integrated and online, and shall meet the following requirements:

4.1 GOVERNANCE

The web portal vendor, its contractors, and affiliates shall develop a portal interface and supporting infrastructure in accordance with the expectations set forth by the State CIO, the State Web Portal Manager, and the various State government entities requesting portal-related services.

4.2 DEVELOPMENT

The AAYS Web Portal shall be developed in a manner that delivers electronic government services through efficient delivery mechanisms while effectively utilizing State resources. The web portal shall provide cost-effective solutions based on user requirements, including:

- Convenience to the public.
- A customer-centric experience.

- Ease of navigation and search.
- Use of shared infrastructure components.
- Capability for Inter-/Intra-Governmental application development and service.
- Credit-card payment services.
- Secure electronic transactions using encryption technologies in accordance with Statewide Standard P800-S850, Encryption Technologies.
- Access control. (Authentication and authorization services for web transactions).
- Non-repudiation of electronic web-based transactions.
- Scalability to accommodate future growth.
- Support for emerging e-government initiatives.
- Physical and network security and intrusion detection, in accordance with Statewide Standard P800-S885, IT Physical Security, and Statewide Standard P800-S830, Network Security.
- Audit control.
- Problem and change control management.
- Compliance with all applicable State and federal statutes.
- Compliance with State of Arizona administrative policies and procedures.

4.3. OPERATION

The AAYS web portal shall operate as efficiently, conveniently, and cost effectively as possible, in a manner befitting the State of Arizona and the public/private sectors by providing the following:

- 4.3.1 Location of web sites and access to useful public information provided by State agencies, or non-profit, non-partisan organizations.
- 4.3.2 Location and delivery of public/private benefits and services via the Internet.
- 4.3.3 A privacy and security statement in accordance with Statewide Policy P170, Privacy Policy.
- 4.3.4 A disclaimer noting that content on websites linked from AAYS are maintained by other public and private organizations and that customers who follow links are subject to the privacy and security policies of the owners/sponsors of those outside websites.

4.4. ACCESS TO INFORMATION

AAYS Web Portal solutions shall provide simple, straightforward access to information and services supporting three levels of complexity:

- State information (web presence and government information).
- Transactions in support of business processes.
- Cross-agency integration (integrated business processes and data across agency/business lines to meet citizen needs for e-government).

4.4.1 **User/Customer Interfaces** - The AAYS Web Portal shall support user interfaces suitable for the following:

- Industry-standard web browsers.
- Open-systems standards for infrastructure and applications.
- Solutions consistent with industry best practices.

4.5. **CONTENT MANAGEMENT**

The State Web Portal Manager (or designee) shall approve the content on Arizona @ Your Service and reserves the right to disapprove (or to remove) content, or links to content, that violates any of the above policies, State law, or is likely to offend the citizens of Arizona.

4.5.1 **Content Disclaimer** – This policy is not intended and shall not be construed to prohibit content that is:

- Required or authorized by law;
- Official government business or furthers the specific purpose of a government organization's web page; or
- On web pages not operated or controlled by Arizona @ Your Service.
- Links to resources that are provided by others on web sites outside the AAYS Web Portal.
- Public acknowledgement of sponsors or other contributors of resources to allow AAYS to expand the on-line information and services of the State to its citizens.

5. DEFINITIONS AND ABBREVIATIONS

Refer to the PSP Glossary of Terms located on the GITA website for definitions and abbreviations.

6. REFERENCES

- 6.1. A. R. S. § 41-621 et seq., "Purchase of Insurance; coverage; limitations, exclusions; definitions."
- 6.2. A. R. S. § 41-761 et seq., "Personnel Administration."
- 6.3. A. R. S. § 41-1335 ((A (6 & 7))), "State Agency Information."
- 6.4. A. R. S. § 41-1339 (A), "Depository of State Archives."
- 6.5. A. R. S. § 41-2501 et seq., "Arizona Procurement Codes, Applicability."
- 6.6. A. R. S. § 41-3501, "Definitions."
- 6.7. A. R. S. § 41-3504, "Powers and Duties of the Agency."
- 6.8. A. R. S. § 41-3521, "Information Technology Authorization Committee; members; terms; duties; compensation; definition."
- 6.9. A. R. S. § 44 -7041, "Governmental Electronic Records."
- 6.10. Arizona Administrative Code, Title 2, Chapter 5, "Department of Administration, Personnel Administration."
- 6.11. Arizona Administrative Code, Title 2, Chapter 7, "Department of Administration Finance Division, Purchasing Office."

- 6.12. Arizona Administrative Code, Title 2, Chapter 10, Department of Administration Risk Management Section.”
- 6.13. Arizona Administrative Code, Title 2, Chapter 18, “Government Information Technology Agency.”
- 6.14. Statewide Policy P100, Information Technology.
- 6.15. Statewide Policy P170, Privacy Policy.
- 6.16. Statewide Standard P800-S830, Network Security.
- 6.17. Statewide Standard P800-S850, Encryption Technologies.
- 6.18. Statewide Standard P800-S885, IT Physical Security.

7. ATTACHMENTS
None.